

For January 2023

Your patient feedback

Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1) 1

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Patient comments

From the free text component of the Friends and Family Test question 3

Patient demographics

Frequency and percentage distribution of responses by demographic category (table 3) 4

Supporting documents Sample questionnaire

Friends and Family Test Report: January 2023

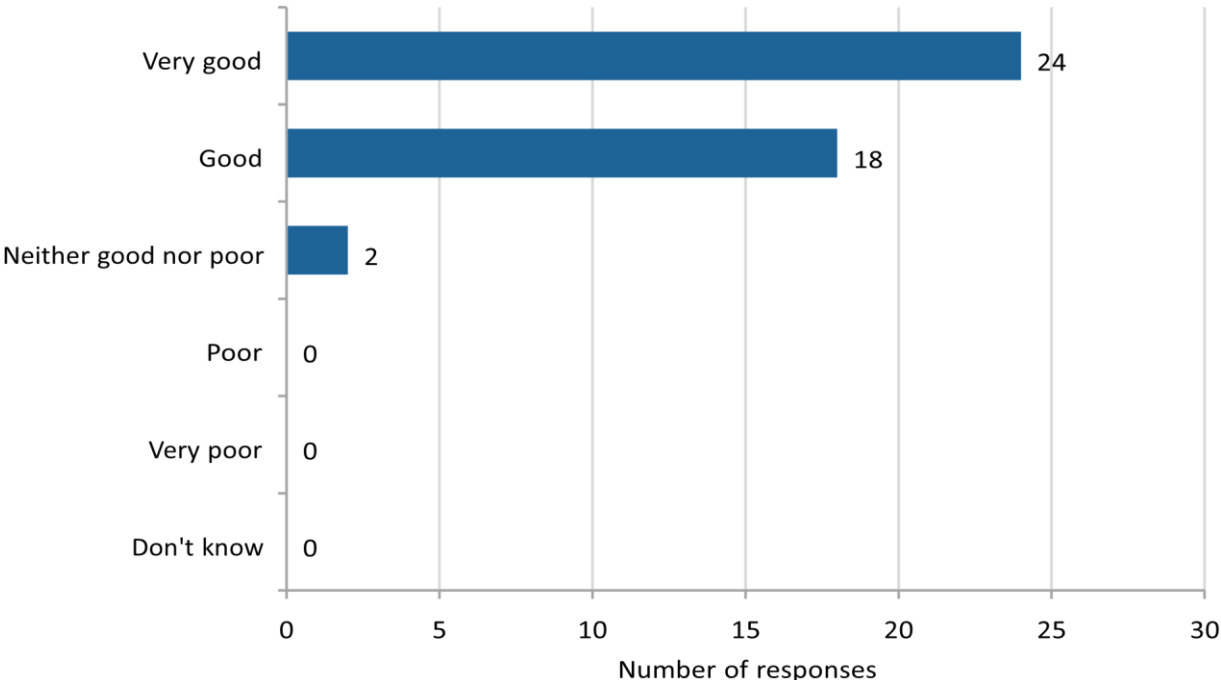
Frequency and distribution of ratings for the Friends and Family Test question

Thinking about this GP practice – Overall, how was your experience of our service?

Table 1

Response scale	Number of responses	Percentage of responses*
Very good	24	55%
Good	18	41%
Neither good nor poor	2	5%
Poor	0	0%
Very poor	0	0%
Don't know	0	0%
Total responses to this question	44	100%

* May not add up to 100% due to rounding



95% of patients who responded to this question rated their overall experience of your service as 'Very good' or 'Good'

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The sum of the 'Very good' and 'Good' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Of those 44 patients who answered the Friends and Family Test question, 44 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Frequency and distribution of ratings for the Friends and Family Test question



Table 2

Frequency and distribution of ratings

Total responses to Q1	Percentage responded or 9
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Number of patients providing feedback: 44



Cumulative feedback*	444		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
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*This cumulative feedback is based on the sum of the data, as below (up to a maximum of 12 months).

253	167	16	3	4	1	previous month's survey
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January 2023	44	95%	24	18	2	0	0	0
December 2022	47	89%	28	14	4	1	0	0
November 2022	48	100%	28	20	0	0	0	0
October 2022	45	100%	26	19	0	0	0	0
September 2022	46	93%	28	15	3	0	0	0
August 2022	46	96%	23	21	1	0	1	0
July 2022	41	95%	22	17	2	0	0	0
June 2022	37	95%	20	15	1	0	1	0
May 2022	48	90%	27	16	1	2	1	1
April 2022	42	93%	27	12	2	0	1	0

Patient comments



The following comments are from patients who indicated that they are happy for these to be made public. All comments are included in their entirety but all attempts have been made to remove details which could identify specific patients or practitioners.

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Please tell us about anything that we could have done better:

- All my family they are very happy with the doctors and staff, they are very kind and respectful.
- Am happy with everything.
- For me personally to always see the doctor who already know what a patient health problems are rather than telling patient which other doctors they can see which am not happy with.
- Great doctor.
- I need consultation about my issue. Regards.
- Maybe if the morning doctor walk-in service could be extended to 11:00am please.
- No appointments (brilliant).
- No thoughts at this time.
- Nothing all good.
- One of the doctors is amazing, so friendly and reassuring.
- Slow doctors.
- The reception staff are really helpful and polite.
- They tried to help everyone very sick.
- Update new doctor's prescriptions on medical records.
- Very helpful start, done everything required today.
- We should be able to see a professional doctor if they are available on the day and we arrive before 10:00am - we are OK to wait, if needed.

Patient Demographics

Frequency and percentage distribution of responses by demographic category Table

3: Gender

	Number of responses	Percentage of responses*
Female	26	59%
Male	16	36%
Prefer to self-describe	0	0%

Blank	2	5%
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Table 4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	4	9%
25 - 34	8	18%
35 - 44	12	27%
45 - 54	6	14%
55 - 64	6	14%
65 - 74	5	11%
75 - 84	1	2%
85+	1	2%
Blank	1	2%

Table 5: Ethnic group

	Number of responses	Percentage of responses*
White	5	11%
Mixed/Multiple ethnic groups	3	7%
Asian/Asian British	23	52%
Black/African/Caribbean/ Black British	11	25%
Other ethnic group	1	2%
Blank	1	2%

Table 6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses*

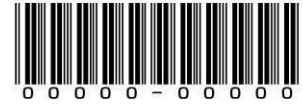
Yes, limited a lot	5	11%
Yes, limited a little	13	30%
No	26	59%
Blank	0	0%

* May not add up to 100% due to rounding

Supporting documents

Sample questionnaire

Friends and Family Test



Example

You can help this general practice improve its service

- This practice would welcome your honest feedback
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included in their entirety but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice. If you are unable to answer a question please leave it blank.

Thinking about this GP practice:

1 Overall, how was your experience of our service?

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Please tell us about anything that we could have done better:

Please select this box if you DO NOT wish your comments to be made public

The following questions provide us only with general information about the range of people who have responded to this survey. If you would prefer not to answer any of these questions please just leave them blank:

3 Are you:

Female Male Prefer to self-describe: _____

4 What age are you?

0 – 15 16 – 24 25 – 34 35 – 44 45 – 54
 55 – 64 65 – 74 75 – 84 85+

5 What is your ethnic group?

White Mixed/Multiple ethnic groups Asian/Asian British
 Black/African/Caribbean/Black British Other ethnic group

6 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)

Yes, limited a lot Yes, limited a little No

Thank you for your time and assistance



